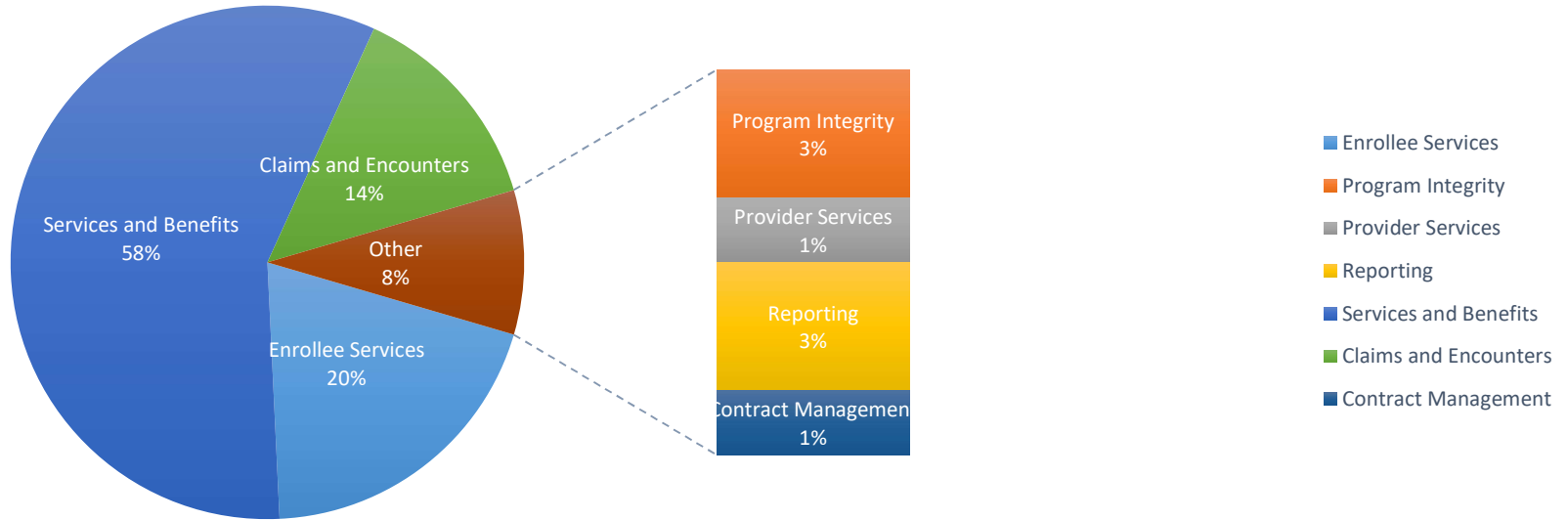
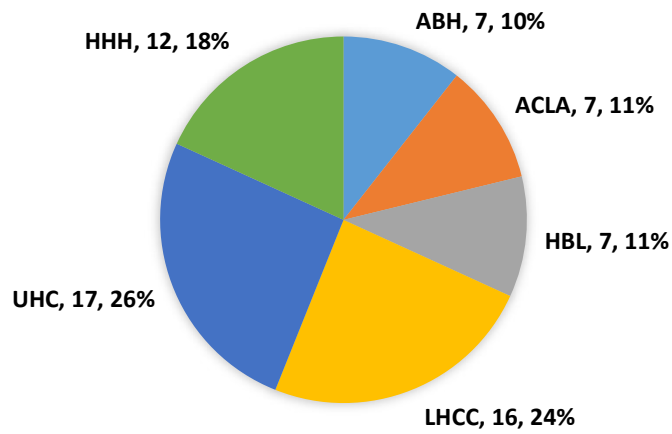


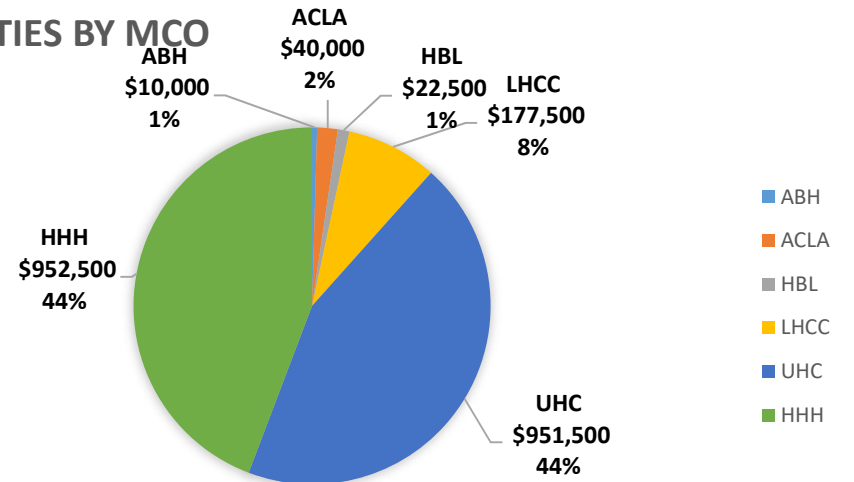
Issues by Category



ISSUES BY MCO



PENALTIES BY MCO



Row Labels	ABH	ACLA		HBL		HHH		LHCC		UHC		Total Issues	Total Sum of Final	
	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty		
Enrollee Services	1	\$0	1	\$5,000	1	\$5,000	2	\$10,000	2	\$0	6	\$65,000	13	\$85,000
Failure to Meet Call Center Standards	1	\$0											1	\$0
Failure to Provide MCO Member ID Cards Timely									1	\$0			1	\$0
Failure to Process Member Grievances and Appeals Timely			1	\$5,000			2	\$10,000	1		3	\$30,000	7	\$45,000
Failure to Process Member Grievances and Appeals Timely					1	\$5,000					3	\$35,000	4	\$40,000
Program Integrity	1	\$0									1	\$804,000	2	\$804,000
Failure to Respond to MFCU Requests for Information Timely											1	\$804,000	1	\$804,000
Failure to Obtain LDH Approval before Implementing Pre-Payment Review	1	\$0											1	\$0
Reporting	1	\$0									1		2	\$0
Failure to Submit Complete, Accurate, and Timely Reports											1		1	
Failure to Report Fraud, Waste, and Abuse Timely	1	\$0											1	\$0
Provider Services							1	\$0					1	\$0
Failure to Meet Call Center Standards							1	\$0					1	\$0
Services and Benefits	3	\$10,000	6	\$35,000	5	\$17,500	3	\$30,000	12	\$177,500	9	\$82,500	38	\$352,500
Failure to Provide NEMT	3	\$10,000	4	\$27,500	4	\$15,000	2	\$10,000	9	\$167,500	6	\$72,500	28	\$302,500
Failure to Provide NEMT Timely			2	\$7,500	1	\$2,500			3	\$10,000	2	\$5,000	8	\$25,000
Failure to Meet Case Management Requirements Timely							1	\$20,000			1	\$5,000	2	\$25,000
Claims and Encounters	1	\$0			1	\$0	6	\$912,500	1	\$0			9	\$912,500
Failure to Meet Encounter Data Submission Requirements							5	\$912,500					5	\$912,500
Failure to Meet Prompt Pay Performance Standards									1	\$0			1	\$0
Failure to Comply with Post-Payment Recovery Requirements					1	\$0							1	\$0
Failure to Meet Prompt Pay Performance Standards	1	\$0					1	\$0					2	\$0
Contract Management									1	\$0			1	\$0
Failure to Obtain Prior Written Consent and Approval of Key Personnel Changes Timely									1	\$0			1	\$0
Grand Total	7	\$10,000	7	\$40,000	7	\$22,500	12	\$952,500	16	\$177,500	17	\$951,500	66	\$2,154,000